

Lancaster City Council - Job Description & Person Specification

Job Title:	Projects Delivery Lead	Grade:	GG510	Job Code:	LCC846
Service/Team:	Housing and Property	Role Type:	HYBRID	Reports to:	Head of Programme Delivery (LCC090)
Line Manages:	N/A				

Job Overview & Summary Headings

Overview

This role is to support the delivery of a major Housing Management System Implementation Programme. The project delivery lead will take responsibility for either the Housing or Repairs workstream within this complex project, playing a pivotal role in coordinating delivery, resolving obstacles and ensuring that both "Business as Usual" and project work are successfully balanced by the project team.

Direct Responsibilities

1. Provide efficient, effective, commercially aware, and fair delivery of projects that support the ongoing alignment of council policies, budgets, services, processes, actions and ways of working with council duties, priorities and the law.
2. Project Manage either the Housing or Repairs Workstream from start up to close in accordance with Lancaster City Council governance, project management and financial procedures.
3. Plan, coordinate and manage workstream activities using ClickUp , applying Work Breakdown Structure methodology to break down work into manageable, deliverable tasks.
4. Assign, monitor, and manage resources within ClickUp, utilising workload capacity tools to ensure effective distribution of tasks and prevent overload.
5. Support the use of agile delivery methods, including the potential implementation of Sprint planning, to drive momentum and adapt to evolving requirements.
6. Ensure robust project governance is maintained, including:
 - Maintaining and monitoring the RAID (Risks, Assumptions, Issues, Dependencies) log.
 - Tracking and managing product defects and coordinating with vendors and third parties to resolution.
 - Ensuring adherence to project controls, reporting and escalation processes.
7. Proactively engage, support, and motivate team members working on both Business as Usual and project tasks, fostering a collaborative and solutions-driven working environment.

 Maintain clear and effective stakeholder communications, including regular progress reporting, RACI management, and the escalation of issues where necessary to the Head of Programme Delivery.
8. Champion continuous improvement in project delivery processes and tools.

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9. Work closely with the project team, Head of Programme Delivery and Chief Officers to develop Business Improvement solutions; ensuring the project runs to agreed timescales, objectives and budget
10. To negotiate, problem solve and use professional judgement within project work when liaising with and advising stakeholders across the organisation.
11. To lead, prioritise and drive forward projects, with focus around staff care, line leadership and efficient processes in line with lean system thinking and Our Values.
12. To undertake research proactively in relation to all relevant project work, communicating with internal/external sources as required and collating briefing notes/information to support cases.
13. To research and analyse data within project work to decipher patterns and suggest actions.
14. To prepare reports and information attend and present at relevant project group sessions.

Primary Measurable Objectives

- Take a lead role in the development, delivery and governance of the Housing System Implementation Programme
- To provide wide-ranging professional and technical support to the project team and senior managers in order to ensure the successful delivery of this project.
- To undertake reviews of key functions, processes, activities and ways of working to identify improvements, and support the project team to address them.
- To provide support to the Head of Programme Delivery, working in collaboration with all managers within the Council Housing Service.

Staff Management Responsibilities

Whilst this role does not incorporate specific line management responsibilities, the nature of the role will include a substantial degree of project leadership, including the management of project teams appropriate to the responsibilities of the role alongside:

- Acting as Project Lead on the Housing Implementation Project.
- Working collaboratively with other Project Leads across the organisation as required.
- Motivating, encouraging and supporting staff to ensure changes are managed effectively.

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Person Specification			
Knowledge & Educational & other requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	<ul style="list-style-type: none"> Practical Experience with at least one enterprise grade project management tool. 	<ul style="list-style-type: none"> Hold an advanced level project management qualification (eg Prince 2, APM, PMP) or equivalent experience. 	App Form, Interview, Certificate,
Experience	<ul style="list-style-type: none"> Proven ability to manage complex projects with limited resources, being able to balance “Business as Usual” alongside project delivery. Have at least 3 years’ experience of project management within housing, local government, social care or a comparable environment. Strong working knowledge of project governance, including RAID management, defect tracking, and vendor/third-party coordination. 	<ul style="list-style-type: none"> Previous experience using ClickUp Familiarity with Agile, Waterfall, or hybrid delivery methodologies. 	App Form, Interview
Job Related Skills & Knowledge & Abilities	<p>Ability to break down complex workstreams using WBS or similar methodology, with a focus on realistic estimating and capacity planning.</p> <p>Excellent interpersonal skills with the ability to motivate, support and coordinate people from a range of professional backgrounds.</p> <p>Experience implementing or working with RACI frameworks.</p> <ul style="list-style-type: none"> Successful project delivery Risk management Strategic thinking 		App Form, Interview

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	<ul style="list-style-type: none"> • Project planning • Exceptional organisational, written and verbal communication skills. 		
Personal Attributes Including Interpersonal & Communication Skills	<ul style="list-style-type: none"> • People focused • Communication and influencing across all levels • Maturity of judgment, sensitivity and diplomacy 	<ul style="list-style-type: none"> • Knowledge and behaviours on Equality, Diversity and Inclusion 	App Form, Interview
Special Requirements/Other			App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

- Understanding, implementation and adherence to Lancaster City Council's policies and procedures.
- Understanding, implementation and adherence to Our Values.
- Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	